

This privacy policy covers how we treat personal information we collect. The service is not aimed at anyone under the age of 16. The Guardian Crowd is separate to theguardian.com and related websites.

What personal information do you collect?

Personal information you give us

We receive and store any information that you enter on the Guardian Crowd or give us in any other way, including the initial sign-up survey and all follow-up surveys and posts on the online forum.

The types of personal information we may collect include your name, email address, date of birth, location, information on how you use our service, Guardian content, for example whether you read the newspaper or use the website, and browser information. You will also provide information to us when you upload photographs or videos.

Information collected automatically

When you use the service, the Guardian Crowd automatically receives and records information on our server logs from your browser, including your general location, IP address, cookie information, and the content you clicked on.

We will use the information you provide in the surveys to improve our products and services.

Updating your information

You can update the information we hold under 'User Info' on your member page when you are logged in to the portal, for example, you can change your name and email addresses.

How is my information shared?

Information shared with other users of the Guardian Crowd

When you register with the Guardian Crowd you will be asked to choose a screen name that will be visible on the portal when you post on forums and so on. This means that people reading your posts and looking at the forums will see this name. This includes other people posting as well as those who work to moderate the Guardian Crowd and offer a support service.

Agents

We employ other companies and people to carry out tasks on our behalf and we need to share your information with them to provide products or services to you. Our agents do not have any right to use personal information we share with them beyond what is needed to help us. They will provide a similar level of protection for your personal information.

Some features of the Guardian Crowd

The Guardian Crowd is an online portal where users can share their opinions on our services, through surveys and online forum discussions. There will also be the ability to upload videos in response to specific research aims.

As a reward for the information provided, you can enter into monthly competitions.

We will send out surveys via email and there will be forums within the portal. If at any point you want to leave the Guardian Crowd, you can do this by using the unsubscribe link in the emails or through your Guardian Crowd 'User Info' page.

You will also receive emails when a user replies to one of your posts on the forums.

Information we share with partners

The Guardian Crowd is hosted by Vision Critical and operated by Guardian News and Media (GNM). This means that Vision Critical will see some of the information that you enter while using the portal, including information needed to provide a support service to users.

Research agencies may be used to act as moderators of the posts being left on the forums. This means that the research agencies will be able to see the content of your posts as well as the screen name you have chosen.

What about cookies and other technology?

Cookies are identifiers using a combination of letters and numbers that we transfer to your computer's hard drive through your browser so that our systems can recognise your browser. Most browsers have an option for turning off the cookie feature, which will prevent your browser from accepting new cookies, as well as (depending on the sophistication of your browser software) allowing you to decide on accepting each new cookie in a number of ways. For more information about cookies and how to refuse them, please visit our page on cookies

Is personal information about me secure?

Your account is protected by a password for your privacy and security. You need to prevent unauthorised access to your account and personal information by choosing and protecting your password appropriately, and limiting access to your computer and browser by signing off after you have finished accessing your account.

We do our best to protect user information to make sure that it is kept private. However, we cannot guarantee the security of your account information. Unauthorised entry or use, the failure of hardware or software, and other factors, may affect the security of user information at any time.

The service may contain links to other sites. We are not responsible for the privacy policies or practices on other sites. When linking to another site, you should read the privacy policy shown on that site. This privacy policy only governs information collected on the Guardian Crowd.

Can other people access my information?

We do use other people and organisations to offer support services to members of the Guardian Crowd and to act as moderators for the forums.

They will see the public information from your profile, for example your screen name and the content of your posts, but they will not see all of the responses to the surveys you complete.

How do I unsubscribe from the Guardian?

You can cancel your membership to the Guardian Crowd through the 'User Info' section on your member page when you are logged in to the portal.

You can also cancel your membership by using the 'unsubscribe' link at the bottom of the invitation emails.

How is information removed from my account?

The Guardian Crowd – privacy policy

When you delete your account, it is marked as ‘Purged’ rather than ‘Active’. We then keep statistics gathered from your interaction with the Guardian Crowd, for example, posts on online forums, and survey responses.

We will keep your contact details on a ‘suppression list’ to make sure that you do not continue to receive emails about the Guardian Crowd or related surveys. We will not delete the answers that you have already provided to the Guardian Crowd through surveys and forum posts so that the analytical results are not skewed.

We can only contact active members for survey purposes.

About us

The Guardian Crowd is operated by Guardian News & Media (GNM) whose registered office is at Kings Place, 90 York Way, London, N1 9GU. GNM have told the Information Commissioner’s Office (ICO) about the ways in which we process personal information. You can see this notice on the ICO’s Data Protection Register of Data Controllers under registration number Z5969905.

Contact us

Please contact us if you have any questions about our privacy policy, the way in which we use information we hold about you, if you would like a copy of the personal information we hold on you, or if you want to make a complaint or comment. Email us at:

dataprotection@theguardian.com, or write to us at the Data Protection Manager, Guardian News & Media, Kings Place, 90 York Way, London, N1 9GU.

If you have any technical questions or need to contact the support team, email us at: support@theguardiancrowd.com.

Complaints

If you think we have not dealt with a complaint to your satisfaction, you may send your complaint to the Information Commissioner for investigation. For more information on the Information Commissioner, and how to make a complaint, please visit their website at www.ico.gov.uk.

Changes to the privacy policy

We may amend this policy from time to time. Any changes will apply when they have been posted on the site. We will assume you accept these changes if you continue to use the site after that time. Details of the changes will be set out below.

